

Department of Purchasing and Supply Management

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► Agency Mission

To provide overall centralized material management and policies with decentralized implementation, emphasizing central policy control and selected delegation of tasks where appropriate. This includes purchasing, cataloging and standardization, inventory management, warehousing and distribution, excess and surplus property management, and equipment accountability for the County government and Fairfax County Public Schools (FCPS), and such ancillary authorities as may be designated. To operate a centralized purchasing function in accordance with the Code of Virginia, the Fairfax County Purchasing Resolution, and generally accepted purchasing practices. To support the Board of Supervisors' Small Business Enterprise (SBE) Program.

► Trends/Issues

The Department of Purchasing and Supply Management (DPSM) prides itself on customer service. We have consistently received satisfaction ratings ranging from 93 percent to 97 percent since we started surveying our customers four years ago. We are striving for 100 percent customer satisfaction. Instilled in each of our employees is the notion that our primary purpose is to help County departments and schools get what they need to provide outstanding service to the citizens of Fairfax County.

DPSM is recognized as a best practice procurement operation by the National Institute of Governmental Purchasing (NIGP) and was awarded the Outstanding Agency Accreditation. As such, we get numerous requests from jurisdictions throughout the country for information about our programs. Most notable is our procurement card program, which has made it easier for our customers to get what they need and also generated \$161,400 in revenue for the County in FY 2001. Our Internet ordering program for office supplies and our participation in the National Association of Counties cooperative purchasing program have produced an additional \$129,500 in revenue for the County.

In the past ten years, procurement volume processed by the department increased 89 percent while staffing decreased 25 percent. As noted above, this increase in volume has not degraded service quality. Our success is based on selective decentralization of small purchases and the strategic use of technology. Customer departments welcomed the delegated purchasing authority because we gave them flexible tools, such as the procurement card, that met their needs. The delegated purchasing activity represents only 12 percent of the total procurement dollars, but 90 percent of the transactions. The central procurement staff, who are professionally trained and certified, are free to focus on the major, complex procurement transactions that require their expertise.

Customer satisfaction among the vendor community is also important to the organization. The remarkably low number of protests, less than 1 percent of contractual actions, in FY 2001 evidences a sound procurement program that treats vendors in a fair and equitable fashion.

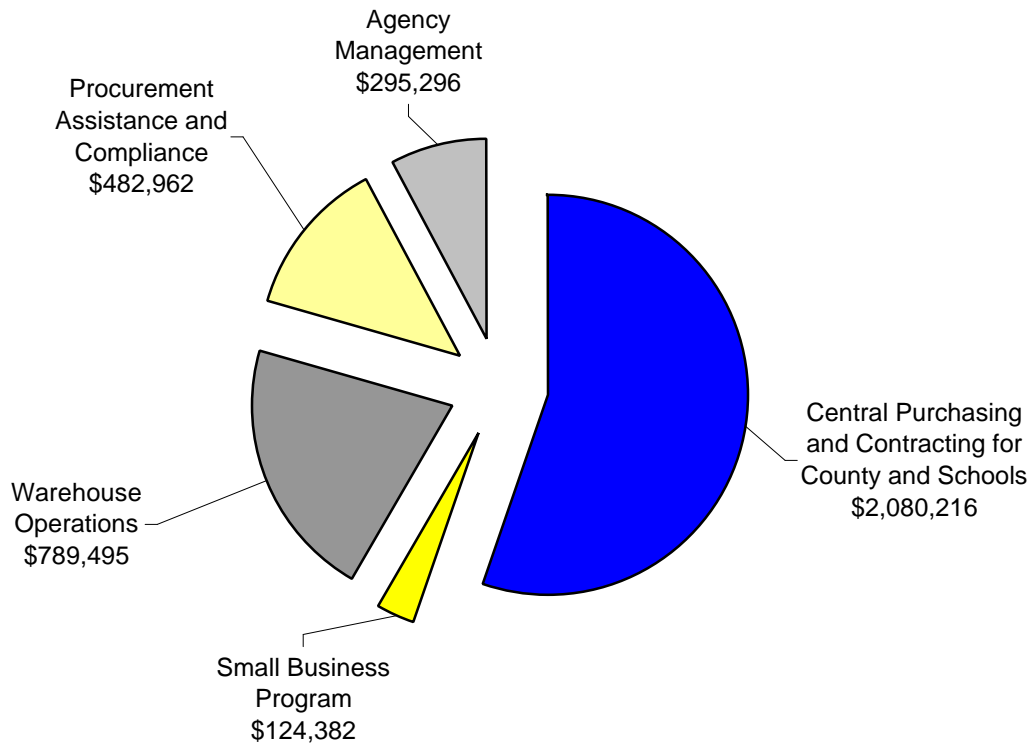
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► Summary of All Agency CAPS

CAPS Number	CAPS Title	CAPS Net Cost	CAPS Number of Positions/SYE
12-01	Central Purchasing and Contracting for County and Schools	\$2,080,216	26/26.5
12-02	Small Business Program	\$124,382	2/1.5
12-03	Warehouse Operations	\$789,495	16/16.5
12-04	Procurement Assistance and Compliance	\$324,462	10/9.5
12-05	Agency Management	\$295,296	5/5
TOTAL Agency		\$3,613,851	59/59

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Total FY 2002 Adopted Budget Expenditures = \$3,772,351

Total FY 2002 Adopted Budget Net Cost = \$3,613,851